



## PROFILE

Experienced operations professional with a demonstrated history of working in the hospitality industry. Skilled in Hospitality Industry, Property Management Systems, revenue Management and Hotel Booking, graduated from Hyperion University Bucharest, Romania

## CONTACT

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## ACTIVITIES AND INTERESTS

Scuba diving  
Travel  
Great food  
Golf

# ANDREI BISCA

## WORK EXPERIENCE

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### Hotel Manager

#### **Holiday Inn Express Dubai Internet City, UAE**

Feb 2021–Present

- Responsible for overseeing the whole hotel operation
- Directly reporting to the Group Director of Operations
- Achieved 20% increase in Guest Satisfaction, 23% increase in guest room cleanliness and 15% increase in breakfast scores during the first 3 months
- Managed a soft refurbishment of the hotel to achieved 3\* Classification from DTCM

### General Manager

#### **Fassco International, Abu Dhabi, UAE**

Feb 2020 – Jan 2021

- Property Chairman of Health, Safety, Environment and Quality (HSEQ)
- Implementation of “Press Ganey” and “Survey Monkey” action plans that have improved results in Food Quality and Service Quality by up to 15% and 20% respectively
- Overall responsibility for managing both the revenue and cost elements of the facility with an annual budget of 5.8m USD.

### Director of Front Office Operations

#### **Beach Rotana Hotel and Residences, Abu Dhabi, UAE**

Jun 2018 – Jan 2020

- Responsible for overseeing the operations of 3 hotels and managing a team of 120 colleagues
- Achieved in 2019 highest FO upselling revenue over the past 5 years, Best Performing hotel within Rotana Chain
- Overachieved the Guest Satisfaction Target for 2019 by 10%
- Interim EAM i/c of Beach Rotana Residences as of Jan 2019
- Part of the pre-opening team for Beach Rotana Residences
- Involved in development and implementation of new upselling tracking tool

**Director Of Rooms****InterContinental Hotel and Holiday Inn Express, Malta**

Oct 2016 – May 2018

- Employee engagement score increased by 10% in 2015
- Guest Experience scores increased by 13.8% in 2015
- Hotels Budget 2015 of 25m EUR achieved and exceeded by 2.5m EUR (60/40 - Rooms/F&B)
- Managing the operations through and extension of additional 30 luxury designer suites, a new Casino and new Club InterContinental Lounge

**Cluster Front Office Manager****Radisson Blu and Park Inn by Radisson, Bucharest, Romania**

May 2015 – Oct 2016

- Responsible for assisting the Director of Operations by leading and managing all sections of the Front Office Department in order to ensure the highest standards
- Successful pre-opening of Park inn by Radisson 1 month ahead of schedule
- Increased FO upselling by 25% in the first 6 months
- Employee engagement score increased by 10% in 2015

**Assistant Front Office Manager****InterContinental Hotel, Bucharest, Romania**

Mar 2012 – Apr 2015

- Responsible of overall operations of the Club Lounge
- Manage all aspects of front desk daily operations for assigned shift
- Schedule employees to ensure proper coverage
- Highly involved in achieving IHG Winning Metrics (2014: 10 out of 10 achieved, out of which 3 with direct responsibility and overachieved: HeartBeat, Loyalty Recognition and Problem Handling)

**Team Leader – Butler Services****Burj Al Arab, Dubai, UAE**

Apr 2011 – Mar 2012

- Leading, motivating and continuously developing the Butler Team in order to maximize colleague productivity, departmental revenue, guest satisfaction & department COS scores
- Overseeing all aspects of the floor operation, including administrative tasks to ensure standards and consistency are always maintained to the highest level.

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**EDUCATION****Hyperion University**

June 2011

Bachelor of Science in Law

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**KEY SKILLS AND CHARACTERISTICS**

- Budget Management
- Excellent listener
- Friendly, courteous, and service oriented
- Poised under pressure
- Staff Training & Coaching
- Recruiting and Hiring Talent
- Quality Assurance
- Solid written and verbal communicator